



BUS Update Memorandum

TO: All BUS Users
FROM: Michael Pasillas - Critical Incident Policy Specialist
DATE: April 13, 2018
RE: Critical Incident Reporting (CIR) Change

What has changed?

On Friday, April 13, 2018, the secondary email addresses for case management agency (CMA) supervisor/quality staff has been implemented in the BUS. This secondary email address will be utilized to send an email to the CMA supervisor/quality staff when Follow-up is requested by the State on a critical incident report. The secondary email address will also be used to notify the CMA supervisor/quality staff when Follow-up has been received and the critical incident report is complete. These secondary emails are in addition to the emails that are currently sent to case managers from the BUS for critical incident Follow-up requests.

Why has this changed?

The secondary email address has been implemented so that CMA's can better track case manager critical incident Follow-up to improve meeting timeliness guidelines.

If you have any questions about this change to the CIRS reporting in the BUS, please contact:

Single Entry Point (SEPs) -
Michael Pasillas, CIRS Policy Specialist michael.pasillas@state.co.us

Community Centered Boards (CCBs) -
Andrea Behnke, CIRS Policy Specialist Andrea.Behnke@hcpf.state.co.us

BUS Administrator
Terry Burnham, BUS Analyst terry.burnham@state.co.us